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Our ref SDV:GJL:4529907

11 September 2020

**adjudication@acc.gov.au**

Mr Daniel McCracken-Hewson  
Acting General Manager, Adjudication  
Australian Competition and Consumer Commission

**Electronic**

Dear Sir

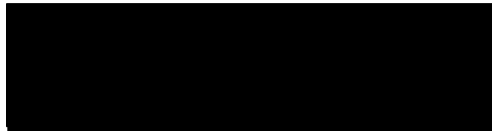
**Mitsubishi Motors Australia Limited – Notification of Exclusive Dealing**

We act for Mitsubishi Motors Australia Limited.

We **enclose** a notification of exclusive dealing lodged on behalf of our client. Payment of the notification will be made via the Australian Competition and Consumer Commission's payments portal.

Please contact us if you have any questions regarding the lodgement.

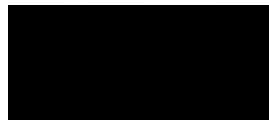
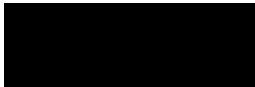
Yours faithfully  
**THOMSON GEER**



**Stephen Voss**

Partner

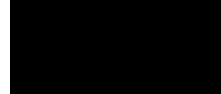
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**George Lukic**

Senior Associate

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## **Mitsubishi Motors Australia Limited**

### **Notification**

#### **1 Background**

- 1.1 Mitsubishi Motors Australia Limited ACN 007 870 395 (**MMAL**) is an importer and distributor of 'Mitsubishi' branded motor vehicles in Australia (**Mitsubishi Vehicles**).
- 1.2 Subject to certain, limited exceptions, MMAL does not sell Mitsubishi Vehicles directly to end users. Instead, Mitsubishi Vehicles are sold by a network of franchisee motor vehicle dealers (**Dealers**).
- 1.3 In addition to supplying Mitsubishi Vehicles to end users, MMAL Dealers also act as 'genuine service centres' and provide servicing and repair services for Mitsubishi Vehicles. MMAL also licenses a number of standalone authorised service centres that repair and service Mitsubishi Vehicles, but do not supply those vehicles (**Service Centres**).
- 1.4 When an MMAL Dealer supplies a new Mitsubishi Vehicle to a purchaser, MMAL provides a contractual warranty in relation to that Mitsubishi Vehicle (**Warranty**). MMAL adjusts the terms of its Warranty from time to time, in order to maintain competitiveness in the market.
- 1.5 Currently, MMAL offers a five year Warranty for new Mitsubishi Vehicles.<sup>1</sup> Purchasers must service their vehicles in accordance with MMAL's service schedules and associated documentation in order to be entitled to the Warranty. However, they are not required to service their vehicle at an MMAL Dealer or Service Centre.
- 1.6 At the time that MMAL introduced its current Warranty, it considered that the Warranty was competitive. However, since the introduction MMAL's five year Warranty, a number of competitors have begun offering warranties of comparable length, and some have begun offering longer warranties. For example, Kia Motors Australia Pty Ltd currently offers a seven year / unlimited kilometres warranty across its range of vehicles.
- 1.7 In order to continue to differentiate Mitsubishi Vehicles, and remain competitive with other motor vehicle manufacturers, MMAL now proposes to introduce an amended Warranty offering, which is described below.
- (a) Purchasers will continue to remain entitled to a five year Warranty for their new Mitsubishi Vehicle when they service their vehicle in accordance with MMAL's service schedules and associated documentation (regardless of whether they service their new Mitsubishi Vehicles with an MMAL Dealer or Service Centre).
  - (b) In addition to the above five year Warranty, purchasers will be entitled to a 10 year Warranty where (in addition to complying with MMAL's service schedules and associated documentation) they exclusively service their new Mitsubishi Vehicle with an MMAL Dealer or Service Centre.
  - (c) Where a purchaser chooses to service their new Mitsubishi Vehicle with a non-MMAL Dealer or Service Centre, they will lose the benefit of the ten year Warranty prospectively (but will retain the benefit of the five year Warranty).<sup>2</sup> For example, a purchaser who

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<sup>1</sup> From time to time, MMAL may offer increased warranty periods on particular vehicles, or for particular promotional periods. The notified conduct is intended to apply over a longer period.

<sup>2</sup> As all purchasers are entitled to a five year Warranty regardless of whether they service their new Mitsubishi Vehicle with an MMAL Dealer or Service Centre, the ten year Warranty may, for all practical purposes, be assessed by the ACCC as if it were a conditional five year extension of the five year Warranty (and this notification proceeds on that basis). However, from a strictly contractual perspective, the two Warranties are separate and operate in parallel.


services their vehicle at a non-MMAL Dealer or Service Centre after eight years will lose the benefit of the 10 year Warranty for the final two years of that Warranty.

- (d) Purchasers will remain able to obtain repairs (as distinct from servicing), including repairs undertaken pursuant to the consumer guarantees, from an independent repairer or service centre without affecting the 10 year Warranty.

1.8 A copy of the terms and service schedule for the 10 year Warranty is **enclosed** with this notification.

**2 Notifying party**

2.1 The notifying party is MMAL. Its details are set out below.

<b>Name</b>	Mitsubishi Motors Australia Limited
<b>Address</b>	c/- Thomson Geer Level 7, 19 Gouger Street ADELAIDE SA 5000
<b>Contact person</b>	Mr Stephen Voss Partner, Thomson Geer Solicitor for MMAL
<b>Description of business activities</b>	Importation and distribution of Mitsubishi Vehicles
<b>Email address for service of documents within Australia</b>	

**3 Details of the notified conduct**

3.1 The notified conduct is for exclusive dealing. The conduct may be described as:

- (a) MMAL offering a ten year or 200,000 kilometre (whichever occurs first) Warranty, and/or five year or 100,000 kilometre (whichever occurs first) extension of its five year Warranty, to purchasers of new Mitsubishi Vehicles;
- (b) on the condition that those purchasers exclusively acquire aftermarket servicing for their new Mitsubishi Vehicles from an MMAL Dealer and/or Service Centre.

3.2 The classes of persons that may be affected by the notified conduct are set out below.

(a) **Purchasers of new Mitsubishi Vehicles**

- (i) Purchasers of new Mitsubishi Vehicles will be entitled to a 10 year Warranty, subject to the conditions outlined above.
- (ii) Purchasers who do not wish to service their Mitsubishi Vehicles at an MMAL Dealer or Service Centre will remain entitled to a five year Warranty (subject to any special offers that MMAL may make from time to time).

(b) **MMAL Dealers and Service Centres**

- (i) There are 183 MMAL Dealers and Service Centres operating across 198 locations in Australia. These Dealers and Service Centres may service more

Mitsubishi Vehicles as a result of the notified conduct. MMAL Dealers and Service Centres will continue to be able to service other makes and models following the introduction of the ten year Warranty.

- (iii) MMAL does not expect any significant increase in the wholesale prices charged to Dealers.

(c) **Independent service centres**

- (i) Independent service centres may service fewer Mitsubishi Vehicles as a result of the notified conduct.
- (ii) It is open to independent service centres to apply to become an MMAL Service Centre. MMAL will consider such requests based on (among other factors) its existing representation in an area.
- (iii) MMAL's preference is to appoint full service MMAL Dealers (who are able to both supply Mitsubishi Vehicles and also provide servicing and repair services) in metropolitan or regional areas. However, MMAL has appointed standalone Service Centres in rural or remote areas previously, as well as in metropolitan areas where there has been no immediate ability to appoint an MMAL Dealer.
- (iv) MMAL expects that it will continue to consider and appoint standalone Service Centres in the future (including in metropolitan or regional areas if appropriate).

#### **4 Market information and concentration**

4.1 The notified conduct may affect the following markets:

- (a) the market for the supply of new motor vehicles;
- (b) the market for the supply of contractual warranties attaching to new vehicles; and
- (c) the market for the supply of aftermarket servicing to owners of new vehicles.

4.2 Each of the above markets is characterised by strong competition and small market shares. For example:

- (a) MMAL's collective market share (taking into Dealer sales) is approximately 7.8 per cent. With the exception of Toyota, no motor vehicle manufacturer enjoys a market share of more than 10 per cent of the market.
- (b) While MMAL itself enjoys a market share of 7.8 per cent, the market shares of individual MMAL Dealers are vastly lower.

- (i) Dealers within the motor vehicle retailing market compete against each other for sales and market share, even where they represent the same brand (that is, the market is characterised by both inter-brand and intra-brand competition).
  - (ii) The Australian Competition and Consumer Commission's (**ACCC's**) 'New Car Retailing Industry' market study estimates that there are approximately 1,500 new car dealers dispersed throughout population centres competing for sales and market share.<sup>3</sup>
  - (c) The aftermarket servicing market is even more fragmented. The ACCC estimates that there are approximately 22,500 manufacturer authorised and independent car repair and service centres operating across 39,000 outlets in Australia.<sup>4</sup>
  - (d) Likewise, a large number of firms offer extended warranty (or equivalent) services to purchasers of motor vehicles.
- 4.3 The effect of the above is that the ability of any participant in the above markets to raise prices, reduce quality or choice, reduce innovation, or coordinate rather than compete vigorously is severely limited.

## 5 Public benefit

- 5.1 There are significant public benefits associated with the notified conduct.
- (a) First, the notified conduct will provide cost savings to purchasers of new Mitsubishi Vehicles who might otherwise purchase costly extended warranties from third parties.
    - (i) At the same time, the notified conduct does not in any way restrict the ability of purchasers to rely on extended warranties, or their rights under the consumer guarantees, in preference to the Warranty.
  - (b) Second, the notified conduct enables MMAL to ensure that Mitsubishi Vehicles that benefit from the ten year Warranty are serviced with a high degree of care and skill (as MMAL is able to exercise significantly greater control over its Dealers and Service Centres than it is able to exercise over independent service centres).
    - (i) Given the significant maximum potential duration of the Warranty, it is necessary for MMAL to ensure that it is able to control servicing quality in order to be able to offer the ten year Warranty.
    - (ii) Purchasers who do not place importance on the ten year Warranty, or who would prefer to service their vehicles with independent service centres, may still take advantage of the five year Warranty.
  - (c) Third, the ten year Warranty will be transferable to subsequent owners of the relevant vehicles.
    - (i) This will improve the resale value of Mitsubishi Vehicles, providing savings to purchasers of Mitsubishi Vehicles and stimulating competition in the market for the supply of second-hand vehicles.
    - (ii) It will also increase rights available to purchasers of second-hand vehicles. Purchasers of second-hand Mitsubishi Vehicles not sold in trade or commerce, who would not otherwise be able to take advantage of the consumer guarantee

<sup>3</sup> Australian Competition and Consumer Commission, *New Car Retailing Industry: A Market Study by the ACCC* (Final Report, December 2017) 31.

<sup>4</sup> *Ibid* 38.

as to acceptable quality, would still be able to rely on the ten year Warranty in the event that their second-hand Mitsubishi Vehicle suffered from a defect or similar.

**6 Public detriment (including likely competitive effects)**

6.1 There are no public detriments associated with the notified conduct. The conduct is very unlikely to harm competition, for the reasons set out below.

**6.2 Market for the supply of new vehicles**

6.3 As noted at section 4 above, MMAL has only a small market share in relation to the market for the supply of new vehicles.

6.4 The market more broadly is characterised by significant numbers of dealers competing for sales and market share. It involves both intra-brand and inter-brand competition, and manufacturers and dealers are both constrained by their rivals.

6.5 The notified conduct does not alter this position.

- (a) The ten year Warranty may encourage prospective purchasers to purchase Mitsubishi Vehicles (to the extent that those purchasers value the increased duration of the ten year Warranty).
- (b) Alternatively, the ten year Warranty may discourage purchasers who do not wish to be restricted to servicing their vehicles with MMAL Dealers or Service Centres (although such purchasers may still rely on the five year Warranty).
- (c) Regardless of the ten year Warranty's impact on sales of Mitsubishi Vehicles, it cannot adversely affect rivalry over a significant portion of the market, having regard to MMAL's low market share.
- (d) The ten year Warranty will also have no impact on intra-brand rivalry, insofar as individual MMAL Dealers will continue to compete against each other for market share and sales, and will be unaffected by the introduction of the ten year Warranty.

**6.6 Market for contractual warranties attaching to new vehicles**

6.7 A large number of firms offer extended warranties or equivalent services.

6.8 The introduction of the ten year Warranty (accompanied by the five year Warranty) does not in any way impede the ability of those firms to offer rival warranties, or prevent consumers from relying on those rival warranties in preference to the ten year Warranty.

**6.9 Market for the supply of aftermarket servicing to owners of new vehicles**

6.10 In order to be eligible for the full ten year Warranty, purchasers must service their Mitsubishi Vehicles with an MMAL Dealer or Service Centre. However, there is otherwise no contractual obligation on purchasers to service their vehicles with an MMAL Dealer or Service Centre.

- (a) Purchasers who would prefer to service their Mitsubishi Vehicles at an independent service centre may choose to rely on alternate contractual warranty and/or statutory rights.
- (b) Such purchasers may rely on the five year Warranty, and then acquire an extended warranty offering from a provider of alternate warranty services. Alternatively, they may simply rely on their consumer guarantee rights in lieu of any contractual warranty.
- (c) Nothing in the notified conduct prevents purchasers from taking either of the above steps.

6.11 In light of the above, the ten year Warranty does not have the purpose or likely effect of substantially lessening competition, for the reasons set out below.

- (a) Purchasers may rely on alternate warranty rights available to them in preference to the ten year Warranty (including the five year Warranty, alternate extended warranties, or the consumer guarantees).
- (b) Purchasers will be more likely to rely on the above alternate rights if price increases by MMAL Dealers and/or Service Centres make it uneconomical for purchasers to service their vehicles with an MMAL Dealer and/or Service Centre.
- (c) This in turn reduces the likelihood that MMAL, or its Dealers or Service Centres, will be able to use the ten year Warranty to profitably increase prices. Independent service centres will continue to exert price pressure on MMAL Dealers and Service Centres, even if the ten year Warranty is implemented.

**6.12 Existence of a 'system market'**

6.13 In certain overseas jurisdictions, courts have been prepared to find that vehicle sales and aftermarket servicing comprise one 'system market', in which consumers consider the whole of life costs of the system (including servicing costs) when purchasing the primary product (a motor vehicle).


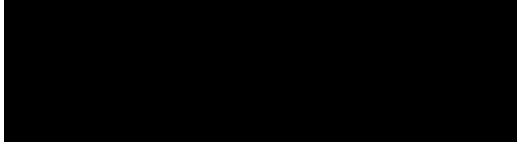
- (a) While MMAL does not express a view on whether such a system market exists in relation to motor vehicle sales in Australia, MMAL considers that at least a proportion of purchasers of Mitsubishi Vehicles consider 'whole of life' costs when purchasing their vehicles. MMAL expressly markets its vehicles by reference to whole of life costs, including servicing costs.
- (b) Purchasers who consider whole of life costs are more likely to purchase non-Mitsubishi Vehicles in response to an increase in the servicing costs of Mitsubishi Vehicles.
- (c) When combined with the ability of purchasers to rely on other warranty rights (as described in section 6.9 above), this is likely to render any price increases following the notified conduct unprofitable (either because purchasers will switch to independent service centre, or because price increases will cause such purchasers to cease purchasing Mitsubishi Vehicles).


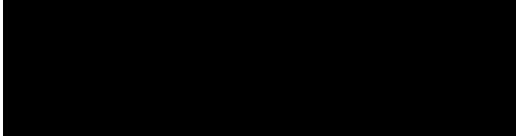
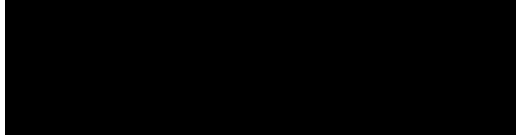
6.14 The effect of the above is that the notified conduct is very unlikely to be capable of substantially lessening completion.

**7 Contact details of relevant market participants**

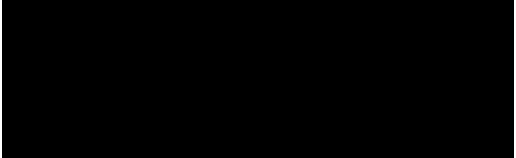
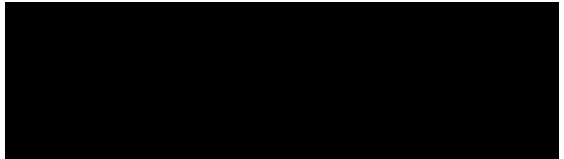
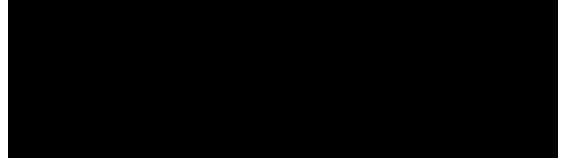
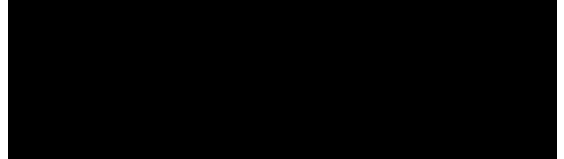
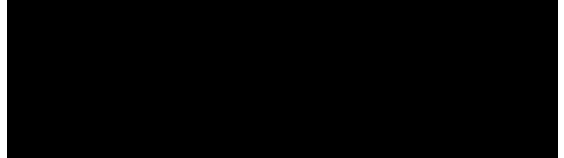
7.1 MMAL sets out below names and, where possible, contact details for a selection of likely interested parties in relation to the notified conduct.

**7.2 Top five MMAL Dealer locations by revenue**

Name	Contact
Nundah Mitsubishi Nundah, QLD	
John Hughes Mitsubishi Victoria Park, WA	

Name	Contact
Berwick Mitsubishi Berwick, VIC	
Liverpool Mitsubishi Liverpool, NSW	
Northshore Mitsubishi Ryde, NSW	

### 7.3 Selected other MMAL Dealers

Name	Contact
Kings Mitsubishi Ballarat, VIC	
Tynan Mitsubishi Sutherland, NSW	
Toowong Mitsubishi, Toowong, QLD	
Northeast Mitsubishi Hillcrest, SA	
Irelands Mitsubishi Cairns, QLD	



Name	Contact
Wanneroo Mitsubishi Wangara, WA	[REDACTED]
Kelly Mitsubishi Cardiff, NSW	[REDACTED]
Youngs Mitsubishi Geraldton, WA	[REDACTED]
Hobart Mitsubishi Hobart, TAS	[REDACTED]
Riverland Mitsubishi Loxton, SA	[REDACTED]

#### 7.4 Independent service centres

Name	Contact
K-Mart Tyre and Auto	[REDACTED] 131328
Ultratune	03 9815 9200
Lube Mobile	133032
RepcO Service	1300 725 463

### 7.5 Third party suppliers of extended warranties or equivalent services

Name	Contact
Harrier National	 1300 728 687
The Warranty Group Australia	03 9862 3200
Eric Insurance	 1800 999 977
Australia Warranty Network	07 3802 5577

## 8 Similar previous notifications

8.1 The ACCC has previously accepted the following notifications involving similar conduct.

Notification	Description
Hyundai Motor Company Australia Pty Ltd (N98055)	The ACCC accepted a notification pursuant to which Hyundai would offer extended warranties on motor vehicles on the condition that the customer had the vehicle serviced by, and any repairs undertaken under the warranty performed by, an authorised Hyandai dealer.
Subaru (Aust) Pty Ltd (N93063)	The ACCC accepted a notification pursuant to which Subaru would offer extended warranty services to Subaru Assured owners on the condition that those owners acquired after-sales servicing from a Subaru Service Provider.
Subaru (Aust) Pty Ltd (N41001)	The ACCC accepted a notification pursuant to which Subaru would supply extended warranty services to vehicle owners on the condition that those owners acquired after-sales servicing and support services from a Subaru Dealer.
GM Holden Ltd (N41012)	The ACCC accepted a notification from Holden pursuant to which Holden would provide complimentary roadside assistance for up to three years, but would require vehicle owners to acquire servicing in accordance with the vehicle's handbook in the second and third years for the roadside assistance to continue into those years.

**9 Declaration**

The undersigned declare that, to the best of their knowledge and belief, the information given in response to questions in this form is true, correct and complete, that complete copies of documents required by this form have been supplied, that all estimates are identified as such and are their best estimates of the underlying facts, and that all the opinions expressed are sincere.

The undersigned are aware that giving false or misleading information is a serious offence and are aware of the provisions of sections 137.1 and 149.1 of the *Criminal Code* (Cth).



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Stephen Voss

Partner, Thomson Geer

Solicitor for Mitsubishi Motors Australia Limited

This 11<sup>th</sup> day of September 2020



## **MANUFACTURER' S WARRANTIES**

Mitsubishi Motors Australia Limited ("MMAL") provide the following warranties in connection with the new vehicle and any accessories or equipment manufactured or supplied by MMAL and included with the vehicle when first sold (other than any items that are expressly excluded or for which a separate warranty applies). These warranties are subject to the terms and conditions detailed in the Service and Warranty booklet, including the information set out on the page headed "Explanation of Warranty" and "Owner/Operator Responsibilities". These warranties:

- Do not exclude or limit any condition, warranty, guarantee, right or remedy implied by any applicable Federal, State or Territory legislation
- May be in addition to other rights and remedies you may have under any applicable Federal, State or Territory law in relation to the vehicle, including any rights under the Australian Consumer Law
- Only apply for the Australian domestic market and not for any overseas markets.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## **NEW CAR WARRANTY**

### **Standard New Car Warranty**

**First 5 years (from the date of first registration) or 100,000 km:**

MMAL warrants that the vehicle will be free from defects in materials and factory workmanship under conditions of normal use and service within Australia during the period commencing on the date the vehicle is first registered or put into service for any purpose (whichever occurs first) and expiring 5 years later, or until the vehicle has been driven a distance exceeding 100,000 km (whichever occurs first), except where items are expressly excluded or for which a separate warranty applies.

Any defect must appear, and any claim under this warranty must be made, before the first to occur of either the time or distance limitations. The Standard New Car Warranty is subject to the vehicle being serviced in accordance with the service schedule (please visit our website [mitsubishi-motors.com.au/maintenance-schedule](http://mitsubishi-motors.com.au/maintenance-schedule) or contact 1300 13 12 11 for more details) at the specified servicing intervals for the duration of the New Car Warranty.

### **Extended New Car Warranty**

**Up to 10 years (from the date of first registration) or 200,000 km:**

Extended New Car Warranty is available only on eligible vehicles\*.

MMAL warrants under the Extended New Car Warranty that the vehicle will be free from defects in materials and factory workmanship under conditions of normal use and service within Australia during the period commencing on the date the vehicle is first registered or put into service for any purpose (whichever occurs first) and expiring 10 years later, or until the vehicle has been driven a distance exceeding

## Annexure 1

200,000 km (whichever occurs first), except where items are expressly excluded or for which a separate warranty applies.

Any defect must appear, and any claim under this warranty must be made, before the first to occur of either the time or distance limitations. To be eligible for the Extended New Car Warranty, BOTH of the below conditions must be complied with.

- The vehicle must have had ALL scheduled services performed within the authorised Mitsubishi Dealer Network (from the first service onwards) (PHEV vehicles must be serviced at an authorised PHEV Mitsubishi Dealer); AND
- The vehicle must be serviced in accordance with the service schedule (please visit our website [mitsubishi-motors.com.au/maintenance-schedule](http://mitsubishi-motors.com.au/maintenance-schedule) or contact 1300 13 12 11 for more details) at the specified servicing intervals for the duration of the New Car Warranty.

If EITHER of the above conditions are not complied with, the Extended New Car Warranty will immediately expire on and from the date the conditions are not complied with.

For example, if you service your vehicle within the Mitsubishi Dealer Network in accordance with the service schedule for the first 4 Regular Services, but the 5th Regular Service is not performed by the required time or distance (whichever occurs first), or occurs outside the Mitsubishi Dealer Network, the Extended New Car Warranty will expire on and from the date that the 5th Regular Service should have been performed within the Mitsubishi Dealer Network.

Each Regular Service must be performed within 2,000 km or 2 months from the scheduled distance or time (whichever occurs first).

The Extended New Car Warranty is separate and additional to the Standard New Car Warranty. The expiration of the Extended New Car Warranty will not affect the operation of the Standard New Car Warranty, provided the conditions for the Standard New Car Warranty remain met.

\*Government and rental vehicle customers are not eligible and additional exclusions may apply. Check with your authorised Mitsubishi Dealer which warranty applies to your vehicle.

### **LIMITED LIFE WARRANTY ITEMS**

**(12 Months from date of first registration or 20,000 km)**

Some components in your vehicle are subject to normal wear and tear. The use of your vehicle can influence the life of these components.

The following components are covered for 12 months or 20,000 km, whichever comes first

- Any component subject to regular servicing
- Spark & Glow plugs
- Fuel injectors
- Shock absorbers / gas struts
- Brake discs, drums, pads or linings
- Cooling, fuel, oil and induction lines or hoses

- Rubber and plastic components
- Keyless entry transmitter or transmitter battery
- Wiper blades/inserts
- Clutch pressure plate and clutch disc
- Floor or luggage compartment mats/carpets
- Cargo restraints/covers/liners
- Seat covers
- Soft tonneaus or wheel covers
- Globes (including HID, LED, Light bars/driving lights)
- All drive belts

### **AUXILIARY BATTERY WARRANTY (12 volt)**

The original equipment battery is warranted for 12 months commencing from the date the vehicle is first registered or put into service (whichever occurs first) regardless of distance travelled.

### **MAIN POWER (TRACTION) BATTERY WARRANTY (EV or PHEV)**

The original equipment main power (traction) battery is warranted for 8 years or 160,000 km commencing from the date the vehicle is first registered or put into service (whichever occurs first).

### **GENUINE PARTS WARRANTY**

MMAL warrants that Genuine Parts will be free from defects in materials under conditions of normal use and service within Australia for 12 months or 20,000 km (whichever occurs first) from the date of fitment.

When Genuine Parts are replaced under the New Car Warranty as a result of a warrantable defect, those parts are covered for whichever is the greater of:

12 months or 20,000 km (whichever occurs first) from the date of fitment; or the balance of the Standard New Car Warranty or Extended New Car Warranty (as applicable) except where any of these warranties exceed the service life of the component.

Genuine Parts replacement may at times include reconditioned and/or exchange parts.

### **GENUINE ACCESSORY WARRANTY**

MMAL warrants that Genuine Accessories will be free from defects in materials under conditions of normal use and service within Australia.

When Genuine Accessories are fitted prior to the owner/operator taking delivery of the vehicle, Genuine Accessories are covered by the Standard New Car Warranty of 5 years or 100,000 km Warranty.

Or, if the vehicle is eligible for the Extended New Car Warranty, Genuine Accessories will be covered up to a maximum of 10 years or 200,000 km (whichever occurs first), except where items are expressly excluded or for which a separate warranty applies.

When Genuine Accessories are fitted by a Mitsubishi Dealer after the owner/operator has taken delivery of the new car, Genuine Accessories are warranted for whichever is the greater of the following.

12 months or 20,000 km (whichever occurs first); or the balance of the Standard New Car Warranty of 5 years or 100,000 km Warranty; or, if the vehicle is eligible for the Extended New Car Warranty, Genuine Accessories will be covered up to a maximum of 10 years or 200,000 km (whichever occurs first), except where items are expressly excluded or for which a separate warranty applies.

If not fitted by a Mitsubishi Dealer, Genuine Accessories are covered for 12 months or 20,000 km (whichever occurs first).

### **Bluetooth™ Compatibility Guide.**

MMAL does not warrant the compatibility of Bluetooth™ devices with genuine systems or devices installed in the vehicle. MMAL will provide a list of compatible devices. For vehicles fitted with the Link System, please refer to <http://mitsubishi-en-au.visteonhandsfree.com> and view the Bluetooth™ compatibility guide.

For vehicles fitted with Smartphone Link Display Audio, please refer to <http://www.iopininfo-sda.mitsubishi-motors.com/cs/bt/index.php> for Smartphone compatibility.

Be aware that phone manufactures provide regular updates or upgrades to software from time to time which may affect the operational features and/or connection to your vehicle Bluetooth™ system.

### **Protect Your Warranty**

Regularly maintaining your Mitsubishi vehicle in accordance with the recommended service schedule at a Mitsubishi Dealer is the best way to protect your new car. By having your vehicle maintained by a Mitsubishi Dealer, it is understood that your vehicle is being serviced by Mitsubishi experts and will be fitted with Mitsubishi Genuine Parts. Doing this maintains your Mitsubishi vehicle and your warranty in the best condition. Non-genuine parts are not covered by your New Car Warranty. If a non-genuine part is fitted to your vehicle, and the part causes any damage, the damage will not be covered by your New Car Warranty. MMAL does not approve the fitment of aftermarket performance enhancing products such as (but not limited to) power chips, force induction products, suspension components, exhaust modifications etc.

### **PERFORATION CORROSION WARRANTY (5 years from date of first registration)**

MMAL warrants that the original equipment sheet metal components of the vehicle will be free from holes formed as a result of the corroding of those components under conditions of normal use (refer Explanation of Warranty) and service within Australia during the period commencing on the date the vehicle is first registered or put into service for any purpose (whichever occurs first) and expiring 5 years later ("Perforation Corrosion Warranty"). The Perforation Corrosion Warranty is subject to the proper care and maintenance standards of the vehicle as recommended in the vehicle Owner's Manual.

## **EXPLANATION OF WARRANTY**

The warranties detailed in this booklet are provided by MMAL.

Business address: 1 Tonsley Boulevard, Tonsley, SA 5042

Postal Address: P.O. Box 8 Melrose Park, SA 5039

E-mail: customerservice@mmal.com.au

Phone: 1300 13 12 11

### **How to make a claim**

To make any claim under the Manufacturer's Warranties, the responsibility remains with the owner(s)/operator to present the vehicle as soon as a concern becomes evident to a Mitsubishi Dealer Service Centre, during normal business hours.

### **What Is Covered**

MMAL warrants that for a designated period of time or specified distance (kilometres) as set out in the "Manufacturer's Warranties" section, MMAL will, at its discretion, repair or replace any original equipment components identified as defective in material or workmanship except for:

- Tyres (which are covered by the tyre manufacturer). In order to obtain tyre warranty service, you must present the vehicle to a Mitsubishi Dealer who will then contact an agent of the tyre manufacturer and assist you with any questions you may have regarding the tyre warranty
- Items listed in the "What is not covered" section.

The warranty start date is shown on the Owner's Certificate on the inside front cover of the Service and Warranty booklet. This date is the date that the vehicle is first registered or put into service for any purpose (whichever occurs first).

### **What Is Not Covered**

- Wear and tear, scratch, and staining meaning the gradual reduction of operating performance of parts consistent to the age of the vehicle, distance travelled and operating conditions including (but not limited to) steering wheels, gear knobs, door handles and surrounds, interior/exterior trims, carpet, seatbelt, pillar trims, seat (leather and fabric), headlamp lens etc.
- Deterioration of rubber components, interior/exterior trims, paint and appearance items having regard to the age of the vehicle, the operating conditions and the level of care
- Deterioration of paint, interior/exterior trims, acrylic/plastic components, tonneau cover, hard lid, canopy, underbody components, drive line components and panel caused by (including but not limited to) environmental fallout, stone chips, hail damage, airborne fallout, scratches, sap, bird, insect and animal-droppings, UV damage, oxidisation, deformation, surface corrosion, salt, harsh chemicals or operating conditions
- Items designated for replacement as part of a schedule service and normal maintenance items



## Annexure 1

- Repairs, parts replacement or adjustments required as a result of improper vehicle use or negligence. Improper vehicle use and negligence includes, but is not necessarily limited to:
  - Using the vehicle to participate in formal or informal competitive events such as racing, rallying, track days, hill climbing, speed trails and similar events
  - Off road use (including operating the vehicle on the beach) where the vehicle is not designed or marketed for that purpose
  - Driving over kerbs or driving over speed humps at speeds exceeding the recommended speed limits
    - Water ingress resulting from flood immersion or deep water fording
  - Vehicle overloading - refer to the Owner's Manual for details of permissible vehicle loads
  - Consequential damage that occurs as a result of continuing to operate the vehicle with a defect evident
  - Lack of proper care or attention as defined in the Owner's Manual
  - Improper adjustment, repair, tampering or modifications by a non-Mitsubishi Dealer
- Repairs, parts replacement or service adjustments required as a direct result of a vehicle accident
- Repairs or parts replacement required as a result of inadequate or improper servicing and maintenance, including but not limited to:
  - Failure to carry out servicing at the intervals and in accordance with the schedule service as specified for each vehicle type (see our website [mitsubishi-motors.com.au](http://mitsubishi-motors.com.au) or contact 1300 13 12 11 for more details)
  - Fitment of parts, accessories or add on equipment that are not made or approved by MMAL
  - The use of oils, fluids, lubricants, additives and coolants that do not meet MMAL specification
- Repairs or parts replacement required as a result of fitment of non-genuine parts, accessories or add on equipment that are not made or approved by MMAL
- Repairs or parts replacement required as a result of alterations or modifications to the vehicle that are not approved by MMAL
- Repairs or parts replacement required as a result of incorrect fitment of non-genuine parts and/or accessories where installation was performed by a non-Mitsubishi Dealer or repairer
- Minor seeping of oil or fluids from seals and/or gaskets which cause no material decrease in the level of such fluids
- Repairs or parts replacement required as a direct result of the use of incorrect, contaminated or poor quality fuel - refer to the Owner's Manual for fuel requirements
- Where there is no failure to comply with a consumer guarantee, incidentals including but not limited to phone calls, car rental, accommodation costs, loss of use of vehicle, inconvenience, loss of income and other consequential damages
- Globes (filament/halogen/HID), brake pads/linings, coolant, fuses, brake discs/drums, filters, spark plugs, lubricants, tyres, drive and timing belts, wiper blades, and keyless entry remote batteries are normal wear and tear parts,

## Annexure 1

and are not considered warrantable items (refer to Limited Life Warranty of the Service and Warranty booklet)

- Damage or breakage of the windscreen or glass caused by normal wear and tear, such as stone impact
- Noise, vibration, rattle, squeak, wear and tear, and deterioration such as discolouration, flaking, deformation or haze
- Petrol engine: Damage caused by the use of fuels with an Ethanol content greater than 10% (E-10) or non-approved fuel additives
- Diesel engine: Damage caused by the use of biodiesel fuels greater than 5% (B5), non-approved fuel additives and fuels not conforming to the National diesel fuel quality standard
- Fitment of an LPG system could affect your New Car Warranty. For more information on LPG conversions and compatibility to your vehicle, please contact your Mitsubishi Dealer Service Centre for advice
- Note for Fuel: MMAL recommends that you only utilise high-quality fuels available from commercially reliable sources whether diesel, biodiesel or petrol. Vehicle damage resulting from using substandard, non-approved or privately blended fuel is not covered

## **FREQUENTLY ASKED QUESTIONS**

### **What should I do if I have a problem with my Mitsubishi?**

As all Mitsubishi vehicles are manufactured using the latest processes and techniques and are subject to stringent quality checks prior to leaving the factory and by the Mitsubishi Dealer prior to delivery, it is highly unlikely that you will experience any problems. However, should you have any concerns or questions you can take your vehicle to the Dealer you purchased the vehicle from or to any authorised Mitsubishi Dealer.

### **What happens to my warranty if I modify my vehicle?**

The Manufacturer's Warranties apply to original components that have not been modified or altered from the manufacturer's specifications. In the event that you modify your vehicle or install components or accessories that are not approved by MMAL then any diagnosis, investigation work, repairs or replacement required as a result of the modification or installation (including consequential damage to original components) will not be covered under the Manufacturer's Warranties described.

### **What should I do if I have a problem during the warranty period?**

In the unlikely event that warranty service is required you should contact a Mitsubishi Dealer Service Centre and make an appointment to have your vehicle inspected. If you require assistance to locate a Mitsubishi Dealer Service Centre, please visit our website [mitsubishi-motors.com.au](http://mitsubishi-motors.com.au) or call 1300 13 12 11 to be transferred to your nearest Mitsubishi Dealer.

### **I have just purchased a used Mitsubishi. Do the Manufacturer's Warranties still apply?**

All Manufacturer's Warranties are transferred with vehicle ownership. You should check the Service Record in the Service and Warranty booklet to confirm that all services have been performed at the required intervals. To be eligible for the Extended Warranty Coverage your vehicle must have had ALL scheduled services performed within the authorised Mitsubishi Motors Dealer Network. If you have any doubt regarding the service history, you should contact a Mitsubishi Dealer Service Centre and make an appointment to have the vehicle inspected to ensure that all servicing requirements have been completed. You should also advise MMAL that you have taken ownership of the vehicle by completing and returning the Notice of Change of Address or Ownership in the back of the Service and Warranty booklet.

### **I have just purchased a used Mitsubishi. Am I entitled to Roadside Assistance?**

If applicable, Roadside Assistance Cover is transferable to the second and subsequent owners/operators. You should advise MMAL that you have taken ownership of the vehicle by completing and returning the Notice of Change of Address or Ownership in the back of the Service and Warranty booklet. Please refer to our website [mitsubishi-motors.com.au](http://mitsubishi-motors.com.au) or contact your selling Dealer for full terms and conditions applicable to Roadside Assistance.

### **How often does my Mitsubishi require Servicing?**

Your Mitsubishi vehicle should be serviced in accordance with the service schedule

## Annexure 1

specified for your vehicle. Some items require more frequent attention under some driving conditions. Please discuss your servicing needs with your selling Dealer, or alternatively, refer to our website [mitsubishi-motors.com.au/maintenance-schedule](http://mitsubishi-motors.com.au/maintenance-schedule) or contact 1300 13 12 11.

### **Who should Service my Mitsubishi?**

At MMAL we use state of the art technology and world-class quality control systems to ensure that you take delivery of a vehicle that will give you many years of motoring pleasure. It is well worth protecting your investment by ensuring that your Mitsubishi gets the specialist care that only a Mitsubishi Dealer Service Centre can deliver. They also use highly advanced diagnostic equipment and specialised tools and receive ongoing training and regular updates from MMAL to ensure they keep your Mitsubishi at its very best. By trusting your vehicle to a factory trained and backed Service team at a Mitsubishi Dealer Service Centre you can be sure that your Mitsubishi will get the expert servicing and care it needs to continue delivering optimum performance, efficiency, safety and reliability.

### **Who should I contact at the Mitsubishi Dealer Service Centre?**

You should talk to your Service Adviser in the first instance, however, if they are unable to assist, ask to talk with the Service Manager.

### **What oil and fluids should be used in my Mitsubishi?**

The oils and fluids used in a number of the major components of your vehicle are manufactured to a proprietary factory formulation to ensure optimum performance and durability.

Engine oil, Engine coolant, Automatic Transmission Fluid (ATF). Continuously Variable Transmission Fluid (CVTF) and Manual Transmission Fluid (MTF) are oils and fluids included in this category.

The use of other oils and fluids can lead to performance and/or durability concerns which may not be covered by the Manufacturer's Warranties.

## **YOUR RESPONSIBILITIES**

It is the responsibility of the owner/operator to present the vehicle within the warranty period so that all repairs and concerns can be attended to and finalised prior to the end of the warranty period.

The following items are owner/operator cost responsibility when required:

- As part of normal vehicle maintenance
- As a result of wear and deterioration due to; normal operating conditions; industrial fallout; abuse or neglect; hail, flood or salt damage; harsh polishes, stone chips etc.

### **Adjustments:**

- Brakes (including Handbrake)
- Clutch
- Valve clearance
- Adjustment of engine or transmission control cables and/or linkages
- Wheel alignment and wheel balance
- Steering gear and wheel bearings
- Engine drive/driven belts and/or chains (including timing belt/chain and balance shaft belts chains)

## Annexure 1

- Adjustment to the fit of doors, deck lid/tailgate, engine hood, glove box etc.
- Injector pump (diesel)

**Replacement:**

- Lubricants and filters (including oil filters, air filter, fuel filter, etc)
- Brake pads, linings, and discs
- Clutch pressure plate/s, clutch disc/s and release bearing (including automated manual transmission clutches)
- Spark plugs (petrol) and glow plugs (diesel)
- Engine drive/driven belts and/or chains (including timing belt/chain and balance shaft belts chains)
- Globes (filament/halogen/HID/LED/Light bars/Driving lights)
- Keyless entry transmitter or transmitter battery
- Wiper blades/inserts
- Floor or luggage compartment mats/carpets/seat trims/interior trims
- Window glass and front and rear screens
- Tyres - refer tyre manufacturer's warranties

**Other:**

- Brake, fuel and cooling system flushing
- Brake disc/drum machining required as a result of normal wear
- Tightening of brake, cooling and fuel system lines, hoses and clamps
- Injector and/or fuel system cleaning/flushing (petrol vehicles)
- Injector servicing and/or fuel system cleaning/flushing (diesel vehicles)
- Rectification of body squeaks and rattles (covered for 3 months/5,000 km - whichever comes first)
- General tightening of body components





## Annexure 2

**I : Inspection L : Lubrication R : Replace or change ● : Applicable None : Not applicable**

Items			Service Intervals (Odometer reading or months, whichever occurs first)															
			12	24	36	48	60	72	84	96	108	120	132	144	156	168		
	Months	Odometer Reading	15	30	45	60	75	90	105	120	135	150	165	180	195	210		
<b>OPERATIONS INSIDE THE VEHICLE</b>																		
Check brake pedal and clutch pedal for free play			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Check parking brake lever stroke and play			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Replace air purifier filter			Normal usage	R	R	R	R	R	R	R	R	R	R	R	R	R		
			Severe usage	R : More frequently														
<b>OPERATIONS OUTSIDE THE VEHICLE</b>																		
Check wheel alignment (Visual inspection for tyre wear)				I		I		I		I		I		I		I		
Check front and rear wheel bearings for play						I					I				I			
Check brake hoses and pipes for leakage			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Check brake pads and discs for wear			Normal usage	I	I	I	I	I	I	I	I	I	I	I	I	I		
			Severe usage	I : Every 7,500km or every 6 months														
Check brake shoe linings and drums (drum in disc) for wear			Normal usage		I		I		I		I		I		I			
			Severe usage	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Check fuel hoses and pipes for leakage or deterioration				I		I		I		I		I		I		I		
<b>OPERATIONS AFTER ENGINE IS WARMED UP</b>																		
Check automatic transmission for fluid leakage (In case of leakage, check the fluid level)			Petrol & Diesel	I	I	I	I	I	I	I	I	I	I	I	I	I		
Replace automatic transmission fluid			Petrol & Diesel	Normal usage	R : Every 195,000km													
				Severe usage	R : Every 90,000km													
Replace engine oil (Refer to owners manual for oil specifications)			Petrol & Diesel	Normal usage	R : Every 15,000km or every 12 months													
				Severe usage	R : Every 7,500km													
Replace engine oil filter			Petrol & Diesel	Normal usage	R : Every 15,000km or every 12 months													
				Severe usage	R : Every 7,500km													
<b>OTHERS</b>																		
Check body condition for damage				I : Every year														
Check the common rail diesel engine (small injection quantity learning)			Diesel	I	I	I	I	I	I	I	I	I	I	I	I	I		
Road test				I	I	I	I	I	I	I	I	I	I	I	I	I		

**NOTE:**

- \*1 : If excessive noise is heard from the valve train at any time, please check the valve clearance.
- "Severe usage" specifications apply to only vehicles used under severe operating conditions.
- Severe operating conditions include the following cases :
- (1) Driving in a dusty area or in an area in which the vehicle is likely to be exposed to salty air or brine.
- (2) Driving on rough roads, on submerged roads, or hilly areas.
- (3) Driving in cold zones.
- (4) Engine idling for a long time or short-distance travel during cold weather.
- (5) Frequent, sudden application of brakes.
- (6) Towing of a trailer.
- (7) Use as a taxi or as a rent-a-car.
- (8) More than 50% of operation time in heavy city traffic in hot temperatures of 32°C or higher.
- (9) More than 50% of operation time at speeds of 120km/h or higher in hot temperatures of 30°C or higher.
- (10) Operation under excessive load.



## Annexure 2

**I : Inspection L : Lubrication R : Replace or change ● : Applicable None : Not applicable**

Items			Service Intervals (Odometer reading or months, whichever occurs first)															
	Months		12	24	36	48	60	72	84	96	108	120	132	144	156	168		
	Odometer Reading	× 1000 km	15	30	45	60	75	90	105	120	135	150	165	180	195	210		
<b>OPERATIONS INSIDE THE VEHICLE</b>																		
Check brake pedal and clutch pedal for free play			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Check parking brake lever stroke and play			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Replace air purifier filter			Normal usage	R	R	R	R	R	R	R	R	R	R	R	R	R		
			Severe usage	R : More frequently														
<b>OPERATIONS OUTSIDE THE VEHICLE</b>																		
Check wheel alignment (Visual inspection for tyre wear)				I		I		I		I		I		I		I		
Check front and rear wheel bearings for play						I				I				I				
Check brake hoses and pipes for leakage			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Check brake pads and discs for wear			Normal usage	I	I	I	I	I	I	I	I	I	I	I	I	I		
			Severe usage	I : Every 7,500km or every 6 months														
Check fuel hoses and pipes for leakage or deterioration				I		I		I		I		I		I		I		
<b>OPERATIONS AFTER ENGINE IS WARMED UP</b>																		
Replace engine oil (Refer to owners manual for oil specifications)			Normal usage	R : Every 15,000km or every 12 months														
			Severe usage	R : Every 7,500km														
Replace engine oil filter			Normal usage	R : Every 15,000km or every 12 months														
			Severe usage	R : Every 7,500km														
<b>OTHERS</b>																		
Check body condition for damage			I : Every year															
Road test			I	I	I	I	I	I	I	I	I	I	I	I	I	I		

**NOTE:**

\*1 : If found any noise from the valve any time, please check the valve clearance.

"Severe usage" specifications apply to only vehicles used under severe operating conditions.

Severe operating conditions include the following cases :

- (1) Driving in a dusty area or in an area in which the vehicle is likely to be exposed to salty air or brine.
- (2) Driving on rough roads, on submerged roads, or hilly areas.
- (3) Driving in cold zones.
- (4) Engine idling for a long time or short-distance travel during cold weather.
- (5) Frequent, sudden application of brakes.
- (6) Towing of a trailer.
- (7) Use as a taxi or as a rent-a-car.
- (8) More than 50% of operation time in heavy city traffic in hot temperatures of 32°C or higher.
- (9) More than 50% of operation time at speeds of 120km/h or higher in hot temperatures of 30°C or higher.
- (10) Operation under excessive load.

## Annexure 2

### PERIODIC INSPECTION AND MAINTENANCE SCHEDULE 20 MY XD ASX

For items which indicate both distance and time (in months), the inspection should be made at whichever (distance or time) comes first.

**Maintenance operation code**

**I : Inspection L : Lubrication R : Replace or change ● : Applicable None : Not applicable**

Items			Service Intervals (Odometer reading or months, whichever occurs first)														
	Months	Odometer Reading	12	24	36	48	60	72	84	96	108	120	132	144	156	168	
		× 1000 km	15	30	45	60	75	90	105	120	135	150	165	180	195	210	

#### OPERATIONS INSIDE THE ENGINE COMPARTMENT

Check drive belt for cracks, fraying, wear, and adjust its tension		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Check intake air hose		I			I			I	I	I	I	I	I	I	I	I
Replace spark plugs	Platinum-tipped type	R : Every 90,000km														
Check valve clearance * If valve noise increases check valve clearance, except actual inspection.		I : Every 90,000km														
Check radiator hoses for damage and proper connection			I		I			I			I			I		I
Check engine coolant level in reservoir		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Replace engine coolant		R: First 165,000km or 8 years, thereafter every 105,000km or 5 years														
Check air cleaner element for clogging and damage	Normal usage	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
	Severe usage	I : Every 7,500km or every 6 months														
Replace air cleaner element	Normal usage			R				R			R			R		
	Severe usage	R : More frequently														
Check fluid level in brake reservoir and clutch reservoir		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Replace brake fluid			R		R			R			R			R		R
Check battery condition		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Replace fuel filter		R : Every 150,000km or every 10years														

#### OPERATIONS UNDER THE VEHICLE

Check suspension system for damage and looseness		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Check suspension arm ball joints for play, and dust covers for damage		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Check driveshaft boots for damage	Normal usage	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
	Severe usage	I : Every 7,500km														
Check steering linkage for damage and loose connections (including seals and boots)		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Check manual transmission for oil leakage (In case of leakage, check the oil level)		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Replace gear oil in manual transmission	Normal usage	R : Every 195,000km														
	Severe usage	R : Every 90,000km														
Check front differential for oil leakage (In case of leakage, check the oil level)		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Check exhaust pipe connections for gas leakage, and check pipe installation			I		I			I			I			I		I

## Annexure 2

**I : Inspection L : Lubrication R : Replace or change ● : Applicable None : Not applicable**

Items			Service Intervals (Odometer reading or months, whichever occurs first)															
	Months		12	24	36	48	60	72	84	96	108	120	132	144	156	168		
	Odometer Reading	× 1000 km	15	30	45	60	75	90	105	120	135	150	165	180	195	210		
<b>OPERATIONS INSIDE THE VEHICLE</b>																		
Check brake pedal and clutch pedal for free play			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Check parking brake lever stroke and play			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Replace air purifier filter			Normal usage	R	R	R	R	R	R	R	R	R	R	R	R	R		
			Severe usage	R : More frequently														
<b>OPERATIONS OUTSIDE THE VEHICLE</b>																		
Check wheel alignment (Visual inspection for tyre wear)				I		I		I		I		I		I		I		
Check front and rear wheel bearings for play						I					I				I			
Check brake hoses and pipes for leakage			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Check brake pads and discs for wear			Normal usage	I	I	I	I	I	I	I	I	I	I	I	I	I		
			Severe usage	I : Every 7,500km or every 6 months														
Check fuel hoses and pipes for leakage or deterioration				I		I		I		I		I		I		I		
<b>OPERATIONS AFTER ENGINE IS WARMED UP</b>																		
Check automatic & CVT transmission for fluid leakage (In case of leakage, check the fluid level)			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Replace automatic transmission fluid CVT			Normal usage	R : Every 90,000km														
			Severe usage	R : Every 45,000km														
Replace engine oil (Refer to owners manual for oil specifications)			Normal usage	R : Every 15,000km or every 12 months														
			Severe usage	R : Every 7,500km														
Replace engine oil filter			Normal usage	R : Every 15,000km or every 12 months														
			Severe usage	R : Every 7,500km														
<b>OTHERS</b>																		
Check body condition for damage			I : Every year															
Road test			I	I	I	I	I	I	I	I	I	I	I	I	I	I		

**NOTE:**

\*1 : If found any noise from the valve any time, please check the valve clearance.

"Severe usage" specifications apply to only vehicles used under severe operating conditions.

Severe operating conditions include the following cases :

- (1) Driving in a dusty area or in an area in which the vehicle is likely to be exposed to salty air or brine.
- (2) Driving on rough roads, on submerged roads, or hilly areas.
- (3) Driving in cold zones.
- (4) Engine idling for a long time or short-distance travel during cold weather.
- (5) Frequent, sudden application of brakes.
- (6) Towing of a trailer.
- (7) Use as a taxi or as a rent-a-car.
- (8) More than 50% of operation time in heavy city traffic in hot temperatures of 32°C or higher.
- (9) More than 50% of operation time at speeds of 120km/h or higher in hot temperatures of 30°C or higher.
- (10) Operation under excessive load.

## Annexure 2

### PERIODIC INSPECTION AND MAINTENANCE SCHEDULE 20MY YA ECLIPSE CROSS

For items which indicate both distance and time (in months), the inspection should be made at whichever (distance or time) comes first.

**Maintenance operation code**

**I : Inspection L : Lubrication R : Replace or change ● : Applicable None : Not applicable**

Items			Service Intervals (Odometer reading or months, whichever occurs first)																
	Months	Odometer Reading	12	24	36	48	60	72	84	96	108	120	132	144	156	168			
		× 1000 km	15	30	45	60	75	90	105	120	135	150	165	180	195	210			
<b>OPERATIONS INSIDE THE ENGINE COMPARTMENT</b>																			
Check drive belt for cracks, fraying, wear, and adjust its tension			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Check intake air hose and turbocharger oil hose for damage (vehicles with turbocharger)					I			I			I			I			I		
Replace spark plugs		Platinum-tipped type or iridium-tipped type	<b>R</b> : Every 90,000km																
Check valve clearance *1		Petrol engine	<b>I</b> : Every 90,000km																
Check radiator hoses for damage and proper connection				I		I		I		I		I		I		I		I	
Check engine coolant level in reservoir			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Replace engine coolant		Petrol engine	<b>R</b> :First 195,000km or 10 years, thereafter every 120,000km or 6 years																
Check air cleaner element for clogging and damage			Normal usage	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
			Severe usage	<b>I</b> : Every 7,500km or every 6 months															
Replace air cleaner element			Normal usage			<b>R</b>			<b>R</b>			<b>R</b>			<b>R</b>				
			Severe usage	<b>R</b> : More frequently															
Check fluid level in brake reservoir and clutch reservoir			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Replace brake fluid				<b>R</b>		<b>R</b>		<b>R</b>		<b>R</b>		<b>R</b>		<b>R</b>		<b>R</b>		<b>R</b>	
Check battery condition			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Replace fuel filter		Petrol-powered vehicles	<b>R</b> : Every 150,000km or every 10years																
<b>OPERATIONS UNDER THE VEHICLE</b>																			
Check suspension system for damage and looseness			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Check suspension arm ball joints for play, and dust covers for damage			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Check driveshaft boots for damage			Normal usage	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
			Severe usage	<b>I</b> : Every 7,500km															
Check steering linkage for damage and loose connections (including seals and boots)			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Check transfer for oil leakage (In case of leakage, check the oil level)			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Replace gear oil in transfer		FF-BASE 4WD	Normal usage	<b>R</b> : Every 75,000km															
			Severe usage	<b>R</b> : Every 45,000km															
Check front and rear differential for oil leakage (In case of leakage, check the oil level)			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Replace gear oil in front and rear differential		Conventional differential or VCU type LSD	Normal usage	<b>R</b> : Every 90,000km															
				<b>R</b> : Every 45,000km															
Check exhaust pipe connections for gas leakage, and check pipe installation					I			I			I			I			I		

## Annexure 2

**I : Inspection L : Lubrication R : Replace or change ● : Applicable None : Not applicable**

Items	Months	Service Intervals (Odometer reading or months, whichever occurs first)															
		Odometer Reading	12	24	36	48	60	72	84	96	108	120	132	144	156	168	
	× 1000 km	15	30	45	60	75	90	105	120	135	150	165	180	195	210		
<b>OPERATIONS INSIDE THE VEHICLE</b>																	
Check brake pedal and clutch pedal for free play			I		I		I		I		I		I		I		I
Check parking brake lever stroke and play		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Replace air purifier filter	Normal usage	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
	Severe usage	R : More frequently															
<b>OPERATIONS OUTSIDE THE VEHICLE</b>																	
Check wheel alignment (Visual inspection)			I		I		I		I		I		I		I		I
Check front and rear wheel bearings for play					I				I				I				I
Check brake hoses and pipes for leakage			I		I		I		I		I		I		I		I
Check brake pads and discs for wear	Normal usage	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
	Severe usage	I : Every 7,500km or every 6 months															
Check fuel hoses and pipes for leakage or deterioration			I		I		I		I		I		I		I		I
<b>OPERATIONS AFTER ENGINE IS WARMED UP</b>																	
Check fluid level in CVT transmission		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Replace CVT transmission fluid	Normal usage	R : Every 90,000km															
	Severe usage	R : Every 45,000km															
Replace engine oil (Refer owners manual for oil type)	Petrol-engine	Normal usage	R : Every 15,000km or every 12 months														
		Severe usage	R : Every 7,500km														
Replace engine oil filter	Petrol-engine	Normal usage	R : Every 15,000km or every 12 months														
		Severe usage	R : Every 7,500km														
<b>OTHERS</b>																	
Check body condition for damage		I : Every year															
Road test		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I

**NOTE:**

\*1 : If found any noise from the valve any time, please check the valve clearance.

"Severe usage" specifications apply to only vehicles used under severe operating conditions.

Severe operating conditions include the following cases :

- (1) Driving in a dusty area or in an area in which the vehicle is likely to be exposed to salty air or brine.
- (2) Driving on rough roads, on submerged roads, or hilly areas.
- (3) Driving in cold zones.
- (4) Engine idling for a long time or short-distance travel during cold weather.
- (5) Frequent, sudden application of brakes.
- (6) Towing of a trailer.
- (7) Use as a taxi or as a rent-a-car.
- (8) More than 50% of operation time in heavy city traffic in hot temperatures of 32°C or higher.
- (9) More than 50% of operation time at speeds of 120km/h or higher in hot temperatures of 30°C or higher.
- (10) Operation under excessive load.





## Annexure 2

**I : Inspection L : Lubrication R : Replace or change ● : Applicable None : Not applicable**

Items	Months Odometer Reading × 1000 km		Service Intervals (Odometer reading or months, whichever occurs first)															
			12	24	36	48	60	72	84	96	108	120	132	144	156	168	210	
<b>OPERATIONS INSIDE THE VEHICLE</b>																		
Check brake pedal and clutch pedal for free play			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Check operation of all functions and lights			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Check parking brake lever stroke and play			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Replace air purifier filter	Normal usage		R		R			R			R			R			R	
	Severe usage	R : More frequently																
<b>OPERATIONS OUTSIDE THE VEHICLE</b>																		
Check wheel alignment (Visual inspection for tyre wear)				I			I			I			I			I		I
Check tyre pressures			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Check front and rear wheel bearings for play						I					I					I		
Check brake hoses and pipes for leakage			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Check brake pads and discs for wear	Normal usage		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
	Severe usage	I : Every 7,500km or every 6 months																
Check fuel hoses and pipes for leakage or deterioration				I			I			I			I			I		I
<b>OPERATIONS AFTER ENGINE IS WARMED UP</b>																		
Check automatic transmission for fluid leakage (In case of leakage, check the fluid level)			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Replace automatic transmission fluid Note : Transmission oil filter replacement required	Normal usage	R : Every 90,000km																
	Severe usage	R : Every 45,000km																
Replace engine oil	Normal usage	R : Every 15,000km or every 12 months																
	Severe usage	R : Every 7,500km																
Replace engine oil filter	Normal usage	R : Every 15,000km or every 12 months																
	Severe usage	R : Every 7,500km																
<b>OTHERS</b>																		
Check body condition for damage																		
Reset service interval reminder			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Road test			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I

**NOTE:**

*1 : If found any noise from the valve any time, please check the valve clearance.
"Severe usage" specifications apply to only vehicles used under severe operating conditions.
Severe operating conditions include the following cases :
(1) Driving in a dusty area or in an area in which the vehicle is likely to be exposed to salty air or brine.
(2) Driving on rough roads, on submerged roads, or hilly areas.
(3) Driving in cold zones.
(4) Engine idling for a long time or short-distance travel during cold weather.
(5) Frequent, sudden application of brakes.
(6) Towing of a trailer.
(7) Use as a taxi or as a rent-a-car.
(8) More than 50% of operation time in heavy city traffic in hot temperatures of 32°C or higher.
(9) More than 50% of operation time at speeds of 120km/h or higher in hot temperatures of 30°C or higher.
(10) Operation under excessive load.

**OILS AND FLUIDS**

Part Number	Description	Specification
7711943734	Engine oil DSL R9M 1.6	MM0720, 5W30 C4
7711943728	Engine oil DSL M9R 2.0	MM17, 5W30 C3
AU901456	Coolant	Glacool RX type D
AU901457	Gear oil ATF	DCT MV
AU901461	Gear oil MTF	NFJ 75W85
AU901462	Reagent Fluid	AdBlue 15 Ltr container
MR936863	Brake Fluid	Dot4
Power Assist Fluid (Filled for life)		Dexron II or III

## Annexure 2

### PERIODIC INSPECTION AND MAINTENANCE SCHEDULE 20 MY ZL OUTLANDER

For items which indicate both distance and time (in months), the inspection should be made at whichever (distance or time) comes first.

**Maintenance operation code**

**I : Inspection L : Lubrication R : Replace or change ● : Applicable None : Not applicable**

Items	Service Intervals (Odometer reading or months, whichever occurs first)																	
	Months	Odometer Reading × 1000 km	12	24	36	48	60	72	84	96	108	120	132	144	156	168		
			15	30	45	60	75	90	105	120	135	150	165	180	195	210		
<b>OPERATIONS INSIDE THE ENGINE COMPARTMENT</b>																		
Check drive belt for cracks, fraying, wear, and adjust its tension			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Check intake air hose and turbocharger oil hose for damage (* Check intake air hose)				I				I	*I	I	*I	I	*I	I	*I	I	I	
Replace spark plugs	Platinum-tipped type		R : Every 90,000km															
Check valve clearance * If valve noise increases check valve clearance, except actual inspection.			I : Every 60,000km															
Check radiator hoses for damage and proper connection				I			I		I			I			I		I	
Check engine coolant level in reservoir			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Replace engine coolant			R : First 165,000km or 8 years, thereafter every 105,000km or 5 years															
Check air cleaner element for clogging and damage	Normal usage		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
	Severe usage		I : Every 7,500km or every 6 months															
Replace air cleaner element	Normal usage				R			R			R			R				
	Severe usage		R : More frequently															
Check fluid level in brake reservoir and clutch reservoir			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Replace brake fluid				R			R			R			R			R		
Check battery condition			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Replace fuel filter	Petrol-vehicles		R : Every 150,000km or every 10years															
	Diesel-vehicles			R			R			R			R			R		
<b>OPERATIONS UNDER THE VEHICLE</b>																		
Check suspension system for damage and looseness			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Check suspension arm ball joints for play, and dust covers for damage			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Check driveshaft boots for damage	Normal usage		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
	Severe usage		I : Every 7,500km															
Check steering linkage for damage and loose connections (including seals and boots)			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Check manual transmission for oil leakage (In case of leakage, check the oil level)			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Check transfer for oil leakage (In case of leakage, check the oil level)			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Replace gear oil in manual transmission	Normal usage		R : Every 195,000km															
	Severe usage		R : Every 90,000km															
Replace gear oil in Transfer	Normal usage		R : Every 75,000km															
	Severe usage		R : Every 30,000km															
Check front differential for oil leakage (In case of leakage, check the oil level)			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Replace gear oil in front and rear differential	Normal usage		R : Every 75,000km															
	Severe usage		R : Every 30,000km															
Check exhaust pipe connections for gas leakage, and check pipe installation				I			I			I			I			I		

## Annexure 2

**I : Inspection L : Lubrication R : Replace or change ● : Applicable None : Not applicable**

Items			Service Intervals (Odometer reading or months, whichever occurs first)															
	Months		12	24	36	48	60	72	84	96	108	120	132	144	156	168		
	Odometer Reading	× 1000 km	15	30	45	60	75	90	105	120	135	150	165	180	195	210		
<b>OPERATIONS INSIDE THE VEHICLE</b>																		
Check brake pedal and clutch pedal for free play			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Check parking brake lever stroke and play			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Replace air purifier filter			Normal usage	R	R	R	R	R	R	R	R	R	R	R	R	R		
			Severe usage	R : More frequently														
<b>OPERATIONS OUTSIDE THE VEHICLE</b>																		
Check wheel alignment (Visual inspection for tyre wear)				I		I		I		I		I		I		I		
Check front and rear wheel bearings for play						I				I				I				
Check brake hoses and pipes for leakage			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Check brake pads and discs for wear			Normal usage	I	I	I	I	I	I	I	I	I	I	I	I	I		
			Severe usage	I : Every 7,500km or every 6 months														
Check fuel hoses and pipes for leakage or deterioration				I		I		I		I		I		I		I		
<b>OPERATIONS AFTER ENGINE IS WARMED UP</b>																		
Check Automatic or CVT transmission level			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Replace automatic transmission fluid CVT			Normal usage	R : Every 90,000km														
			Severe usage	R : Every 45,000km														
Replace engine oil (Refer to owners manual for oil specifications)			Normal usage	R : Every 15,000km or every 12 months														
			Severe usage	R : Every 7,500km														
Replace engine oil filter			Normal usage	R : Every 15,000km or every 12 months														
			Severe usage	R : Every 7,500km														
Check exhaust gas recirculation (EGR) system			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
<b>OTHERS</b>																		
Check body condition for damage			I : Every year															
Check common rail engine (Small injection quality learning - Diesel engine)			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Road test			I	I	I	I	I	I	I	I	I	I	I	I	I	I		

**NOTE:**

\*1 : If found any noise from the valve any time, please check the valve clearance.

"Severe usage" specifications apply to only vehicles used under severe operating conditions.

Severe operating conditions include the following cases :

- (1) Driving in a dusty area or in an area in which the vehicle is likely to be exposed to salty air or brine.
- (2) Driving on rough roads, on submerged roads, or hilly areas.
- (3) Driving in cold zones.
- (4) Engine idling for a long time or short-distance travel during cold weather.
- (5) Frequent, sudden application of brakes.
- (6) Towing of a trailer.
- (7) Use as a taxi or as a rent-a-car.
- (8) More than 50% of operation time in heavy city traffic in hot temperatures of 32°C or higher.
- (9) More than 50% of operation time at speeds of 120km/h or higher in hot temperatures of 30°C or higher.
- (10) Operation under excessive load.



## Annexure 2

**I : Inspection L : Lubrication R : Replace or change ● : Applicable None : Not applicable**

Items			Service Intervals (Odometer reading or months, whichever occurs first)															
	Months		12	24	36	48	60	72	84	96	108	120	132	144	156	168		
	Odometer Reading	× 1000 km	15	30	45	60	75	90	105	120	135	150	165	180	195	210		
<b>OPERATIONS INSIDE THE VEHICLE</b>																		
Check brake pedal for free play			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Check parking brake lever stroke and play			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Replace air purifier filter			Normal usage		R	R	R	R	R	R	R	R	R	R	R			
<b>OPERATIONS OUTSIDE THE VEHICLE</b>																		
Check wheel alignment (Visual inspection for tyre wear)				I		I		I		I		I		I		I		
Check front and rear wheel bearings for play						I						I			I			
Check brake hoses and pipes for leakage			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Check brake pads and discs for wear			Normal usage		I	I	I	I	I	I	I	I	I	I	I			
			Severe usage		I : Every 7,500km or every 6 months													
Check brake shoe linings and drums (drum in disc) for wear			Normal usage			I		I		I		I		I		I		
			Severe usage		I	I	I	I	I	I	I	I	I	I	I	I		
Check fuel hoses and pipes for leakage or deterioration				I		I		I		I		I		I		I		
<b>OPERATIONS AFTER ENGINE IS WARMED UP</b>																		
Check automatic transmission for fluid leakage (In case of leakage, check the fluid level)			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Replace automatic transmission fluid			Normal usage		R : Every 195,000km													
			Severe usage		R : Every 90,000km													
Replace engine oil (Refer to owners manual for oil specifications)			Normal usage		R : Every 15,000km or every 12 months													
			Severe usage		R : Every 7,500km													
Replace engine oil filter			Normal usage		R : Every 15,000km or every 12 months													
			Severe usage		R : Every 7,500km													
Check engine idling speed			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Check exhaust gas recirculation (EGR)			I	I	I	I	I	I	I	I	I	I	I	I	I	I		
<b>OTHERS</b>																		
Check body condition for damage			I : Every year															
Check the common rail diesel engine (small injection quantity learning)			Diesel		I	I	I	I	I	I	I	I	I	I	I	I		
Road test			I	I	I	I	I	I	I	I	I	I	I	I	I	I		

**NOTE:**

\*1 : If excessive noise is heard from the valve train at any time, please check the valve clearance.

"Severe usage" specifications apply to only vehicles used under severe operating conditions.

Severe operating conditions include the following cases :

- (1) Driving in a dusty area or in an area in which the vehicle is likely to be exposed to salty air or brine.
- (2) Driving on rough roads, on submerged roads, or hilly areas.
- (3) Driving in cold zones.
- (4) Engine idling for a long time or short-distance travel during cold weather.
- (5) Frequent, sudden application of brakes.
- (6) Towing of a trailer.
- (7) Use as a taxi or as a rent-a-car.
- (8) More than 50% of operation time in heavy city traffic in hot temperatures of 32°C or higher.
- (9) More than 50% of operation time at speeds of 120km/h or higher in hot temperatures of 30°C or higher.
- (10) Operation under excessive load.

## Annexure 2



## Annexure 2

**I : Inspection L : Lubrication R : Replace or change ● : Applicable None : Not applicable**

Items			Service Intervals (Odometer reading or months, whichever occurs first)															
			Months		12	24	36	48	60	72	84	96	108	120	132	144	156	168
	Odometer Reading		× 1000 km	15	30	45	60	75	90	105	120	135	150	165	180	195	210	
<b>OPERATIONS INSIDE THE VEHICLE</b>																		
Check brake pedal for free play			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Replace air purifier filter			Normal usage		R	R	R	R	R	R	R	R	R	R	R	R	R	
<b>OPERATIONS OUTSIDE THE VEHICLE</b>																		
Check wheel alignment (Visual inspection for tyre wear)				I		I		I		I		I		I		I		
Check front and rear wheel bearings for play						I									I			
Check brake hoses and pipes for leakage			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Check brake pads and discs for wear			Normal usage		I	I	I	I	I	I	I	I	I	I	I	I		
			Severe usage		I : Every 7,500km or every 6 months													
Check and adjust brake shoe linings and inspect drums (drum in disc) for wear			Normal usage			I									I			
			Severe usage		I	I	I	I	I	I	I	I	I	I	I	I	I	
Check operation of handbrake (vehicles with electric parking brake)			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Check fuel hoses and pipes for leakage or deterioration				I		I		I		I		I		I		I		
<b>OPERATIONS AFTER ENGINE IS WARMED UP</b>																		
Check automatic transmission for fluid leakage (In case of leakage, check the fluid level)			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Replace automatic transmission fluid			Normal usage		R : Every 195,000km													
			Severe usage		R : Every 90,000km													
Replace engine oil (Refer to owners manual for oil specifications)			Normal usage		R : Every 15,000km or every 12 months													
			Severe usage		R : Every 7,500km													
Replace engine oil filter			Normal usage		R : Every 15,000km or every 12 months													
			Severe usage		R : Every 7,500km													
<b>OTHERS</b>																		
Check body condition for damage			I : Every year															
Check the common rail diesel engine (small injection quantity learning)			Diesel		I	I	I	I	I	I	I	I	I	I	I	I	I	
Road test			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	

**NOTE:**

\*1 : If excessive noise is heard from the valve train at any time, please check the valve clearance.

"Severe usage" specifications apply to only vehicles used under severe operating conditions.

Severe operating conditions include the following cases :

- (1) Driving in a dusty area or in an area in which the vehicle is likely to be exposed to salty air or brine.
- (2) Driving on rough roads, on submerged roads, or hilly areas.
- (3) Driving in cold zones.
- (4) Engine idling for a long time or short-distance travel during cold weather.
- (5) Frequent, sudden application of brakes.
- (6) Towing of a trailer.
- (7) Use as a taxi or as a rent-a-car.
- (8) More than 50% of operation time in heavy city traffic in hot temperatures of 32°C or higher.
- (9) More than 50% of operation time at speeds of 120km/h or higher in hot temperatures of 30°C or higher.
- (10) Operation under excessive load.